



Welwyn Grange

we care like family



Resident's Handbook

an Ardale home



Welcome to Welwyn Grange

Care as it should be... *we care like family.*

As a family owned home we like to think that Welwyn Grange challenges most people's expectations of what a Residential Home offers. Welwyn Grange is a beautiful new build home, designed to be both 'fit for purpose' but with a twist of style. It is made up of individual households of no more than 16 ensuite bedrooms, each having their own air-conditioned lounge and dining areas, as well as access to things like our hair salon, private dining room and cinema room.

As beautiful as Welwyn Grange is, it's the care team which brings our home to life. Our nursing team work very differently to most homes, as they are additional to the care team numbers. This enables us to have a proactive approach to nursing care, maintaining each person's physical and mental health, while avoiding all possible hospital admissions.

Today you can allow yourself to come first!

- No more hoovering or changing bedding.



- All the pleasures of home cooked fresh food, without the washing up.
- No hassle of sorting the electric bill or paying the window cleaner.
- Confidence to live well now, knowing any changes in your health can be fully supported.
- No fear of having the upheaval of moving again.
- Do as little or as much as you like, but never feel isolated at home again.

Welwyn Grange is your home and we are here to support you.

“ A change as big as moving home will always feel stressful. So whatever the circumstances that brought you to our home, know that the nursing and care team at Welwyn Grange will be able to ease some of the uncertainty ”



Our History

Welwyn Grange is an Ardale home. We are a local Hertfordshire family run business who have owned and managed care homes for more than 25 years. We have created Welwyn Grange to be a home suitable for our own family members to live in. We are not an anonymous 'grey' corporate care company and you will soon get to know us all. Our experienced leadership team is responsible for a small number of bespoke homes, so we can give each one of them our full support, to deliver the highest quality care.

“ We are very proud that each of our homes is unique. Our aim is to be the care home of choice in the communities we serve ”



Our Mission Statement

Welwyn Grange will deliver care and support that is meaningful to each individual; with dignity, warmth and personality, by a well-trained care team, as only a family owned home can.



Our Care Ethos

We will provide nursing care and support underpinned by an ethos of being a non-judgemental home for all, whatever your sexual orientation, ethnicity, gender identity or individual characteristic that makes you who you are.

Our Values



Competence, Choice and Compassion

Nursing Care & Support

Welwyn Grange offers you the best of both worlds; Residential Care with Nursing.



Most importantly, staff know that sometimes the right words are hard to find, but recognise the importance of the feelings you are trying to share.



Residential Care

Residential care enables you to maintain an active and fulfilling lifestyle with the reassurance of knowing that they have a well-trained care team on hand 24/7, with care and support when needed. Every resident has their own key worker, someone you can really get to know and trust, who in turn will understand your likes and dislikes.

Care Apartments

Ashridge, an exclusive range of apartments provides penthouse living for singles or couples and provides the support you need, whilst future proofing you if your care needs change in time. You will enjoy all the features of your bedroom, lounge, kitchenette and in most cases balcony, with all the extra support from the Nursing, Care and Support teams, so your energies are focused on enjoying life.

Dementia Care

Living with dementia does not mean you cannot enjoy meaningful activity and a good quality of life.

Welwyn Grange's specialist dementia service is a bespoke household, designed to enable those living with dementia to be as independent and stress free as possible. Its dedicated staff team are trained in the very best dementia care practice, enabling us to deliver individual care and support plans to each resident.

Look carefully and you will see the detail design our dedicated dementia service benefits from including correct lighting levels and clear signage which makes getting around much easier, and reduces the risks of falls we also have personalised memory boxes and colour specific bedroom doors so you can find your room independently. Once in the room your ensuite toilet is easy to see from the bed, which acts a visual reminder if needed.



“ Welwyn Granges Nursing Team are extra to the care numbers; which means they have the time to really get to know the real you. This relationship with you enables them to recognise any little changes you may show (almost before you feel them), enabling a proactive approach to our nursing led care, preventing all unnecessary hospital visits. ”

Palliative Care

The term Palliative Care and End of Life Care can be easily misunderstood. In essence it is the care and support to enable you to live life as well as possible and have a natural death. Our holistic approach to Palliative Care supports the 'whole you'. We combine your social and spiritual support with the clinical management of your illness or symptoms.

Good Palliative Care isn't about the last stages of life, you can receive palliative care early on living with an illness, while still receiving treatment for your condition.



Living at Welwyn Grange

Purpose built and designed by the family that owns it, it's been created to be a home, not a hotel. Its modern contemporary design means you will find it's a bright and airy place to live, with lots of sunlight giving a sense of natural warmth, as it shines through the many double aspect picture windows and full length glass doors. The home is beautifully appointed with the highest quality furniture and designer led soft furnishings, we blend a fit for purpose safe environment (low window sills and wide opening doors), with a twist of style. Our safe, private courtyard garden encourages you out for a gentle stroll or to relax in the sun.



Welwyn Grange is an amazing, life affirming place to live.



Households

Welwyn Grange is made up of small, distinct households (to a maximum of 16 bedrooms), each having its own home from home feel. This makes moving in feel less daunting, as you are choosing to live with a peer group with similar interests and care needs. This domestic scale means you get to feel at home much quicker, enabling you to make new friends and try new activities. It also means when enjoying social time in the lounge or dining area, you are never too far away to pop back to your private bedroom.

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Welwyn Grange enables you to have choice.

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Bedrooms

All Welwyn Grange's bedrooms are beautiful and we can offer the choice of premium and deluxe rooms and apartments which are especially nice for couples or friends who wish to share. Whichever you choose, yours will be beautifully decorated, with custom designed fixtures and furniture from UK manufactures.

All bedrooms benefit from modern technology, including a large Wi-Fi enabled Freeview TV, with the technology to keep you in touch with friends and family, as well as current affairs or your favourite soap. Importantly your bedroom will also be fit for purpose, featuring a large ensuite wetroom and a Staff Call System, which enables you to call for assistance at a click of a button. Our electrically powered beds and range of mattress options guarantees the best chance of a good night's sleep.

“ Everyone's bedroom should be their sanctuary; the place where you always feel comfortable to be yourself ”





“ Every room or apartment has its own character, with no two quite the same, but they are also a blank canvas for you to truly make your own. Pictures you love or photos which bring you happy memories will truly make your room, yours. ”



Dining and Nutrition

Quality food should always be one of life's pleasures and is one of our highest priorities for you at Welwyn Grange. We believe that good nutrition is paramount to our health and wellbeing.

Welwyn Grange meals are appetising, nutritionally balanced and visually pleasing. To ensure varied seasonally inspired menus, our team host regular tasting sessions with residents, to make sure our menus match your tastes and preferences.

For those that wish, why not compliment your meal with a glass or more of wine or beer!

Dining with Dignity

We want all residents to enjoy mealtimes, so if you require a modified or fortified diet, we can cater for you in a bespoke way, but make the dining experience inclusive and social (our texture modified meals meet all IDDSI guidance from level 6 to 3)

Alfresco?

Choose to eat in an air conditioned dining room or step outside to one of the dining tables in the garden; a great place to entertain family and friends.

Private Dining

Celebrating a birthday, anniversary or just wanting to spend quality time with a group of good friends or family? Then our private dining room is for you. Lunch or dinner, good food tastes even better with good friends

“ Is there a nicer way to spend a couple of hours than chatting with people that are dear to you, over a freshly cooked meal? ”



Lifestyle

Encouraging a high quality of life is at the heart of Welwyn Grange's culture and ethos. Our Lifestyle Coordinators are dedicated to provide fun and engaging social calendars which will challenge your perceptions of life in a care setting. Our fun and aspirational activities are not only for you, but your friends and families are very welcome to get involved. However, if you prefer to relax and do very little that is fine too.

Welwyn Grange also offers you the space to match your mood or interests; from keeping up your watercolour skills painting in the garden, to the best seat in the house in our Cinema Room, watching a favourite film or live sport.

“ Your life, lived your way, with our care and support ”



Looking good, is feeling good.

Welwyn Grange has its own spa treatment room and hairdressing salon. Time for you to relax with a facial, be daring with new nails or maintain or change your hairstyle, whatever you chose, we have the ability to fulfil your wishes.

It's very easy to have become isolated and lonely in your existing home, so don't under estimate the joy of making new friends at Welwyn Grange.

Sometimes it's the simple things in life we miss when alone, be it joining in the morning scrabble group, or an afternoon Pimm's in the sun; you can't do the first by yourself and the second tastes twice as nice with a friend to chat with!

“ Join in with as much or as little as you wish, but isn't it nice to have the choice?” ”





Social Life and Leisure Time

It is important to us that Welwyn Grange is an active part of our local community. There will be many opportunities for you to take part in a wide range of social activities within and outside of the home.

We want you to keep your connections and interests, enabling you to maintain memberships of local clubs and interest groups, or visits to some of our fabulous local cafés, restaurants or shopping trips (John Lewis is never far away!).

Having the opportunity to do something you enjoy is very important to us and a key feature of our home. We have links with a number of different faith groups and will help you to attend whichever you wish or invite representatives to visit you here.

We welcome a wide variety of guests to share their enthusiasm, knowledge and experiences in talks and demonstrations. These can range from local historians to visits from our local primary school and even music performances.



Keeping you connected

Welwyn Grange is an early adopter of technology and always looking for the best solutions for you to keep connected with your loved ones wherever they may live.

We encourage all residents and their friends and family to join Famileo. This is a simple tool that provides quick and easy communication between families. It's a free app for phone, tablet and computer and enables everyone to upload news and photos which in turn creates a bespoke weekly newsletter.

“

It's a bit like your own safe and private Facebook group, but where the messages are printed off each week in an easy read gazette, which means even the biggest technophobe can still stay connected.

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Laundry

We have invested in the very best laundry equipment to cater for all your personal laundry needs. Before you arrive we will have ordered some specific name labels for your personal items, to prevent any chance of them being misplaced or lost.

Well laundered bedding also aids a good night's sleep and so does the quality of our cotton sheets, which feel crisp and fresh, as well as providing the very best infection control standards of hygiene.

“ Well laundered and freshly ironed clothes make us feel better, enabling us to feel more confident to go out, to meet new people and try new things. ”

Money and Valuables

Day to day living means we all like to carry a little cash; be it buying our own newspaper, or treating visiting children to a tin of Coke from the vending machine. However with free cakes, coffees, teas and snacks, there will be limited need for cash most of the time. So when not being carried on you, we have provided lockable safe storage in your room.

We can take card payments at reception for additional services such as hairdressing or your own personal daily paper.

Electrical Items

You will own a range of small electrical items. These may vary from hairdryers to electric razors, standard lamps to fans etc, however, to ensure everyone's safety, we will need to test them for you before you use them (free of charge) as it's necessary for us to comply with Health and Safety legislation.

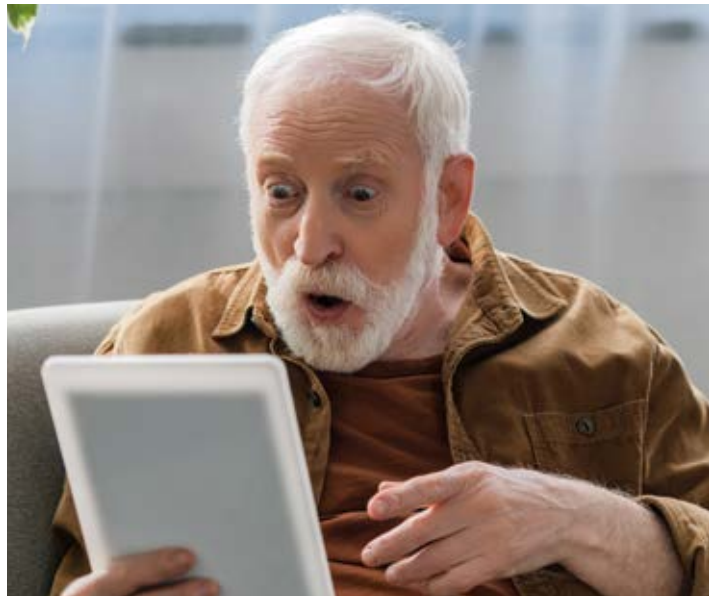
If you let any of the team know you have something that needs testing, a member of the maintenance team will pop along and have them checked out for you.

Social Media

Social media is a big part of modern life; indeed Welwyn Grange has its own Facebook page **@WelwynGrange** (so please follow us). However, we have a strict policy of not freely sharing resident's faces outside the home unless in accordance with our stringent consent procedures so we would ask you to honour this policy. If you do wish to share photos of yourself for family and friends, even sharing your updates to a closed Facebook Group, please ensure no other Resident / Staff images are in your picture (even hiding in the background) or any of their names are used in your post.

Mobile Phones and Computers

We encourage you to use mobile phones, computers and tablets to keep you in contact with your family and friends. We have free Wi-Fi throughout the building and the password is always kept at reception if you ever need it for a new device or for visitors. Any problems connecting just let us know as Ardale has its own team of 'IT gurus', who so far have yet to fail in fixing any issues.



Smoking

In line with current legislation we have a designated smoking area outside the building, this applies to e-cigarettes as well as cigarettes, pipes and cigars. It should be used by all residents and any visitors.

Residents' Meetings

It is not our home, it's yours. It is important that you have every opportunity to share ideas, make suggestions and give feedback. As we are keen to hear your thoughts, we will hold regular meetings, so you can share them directly with the Management Team. We will also hold regular informal gatherings, enabling everyone to hear each other's views.

"Never wait for these meetings, if you have a problem however small you feel it may be, speak to your Key Worker or any member of staff immediately."

Our residents have a lifetime of skills and experiences which we would not want to miss out on, so if you have a particular interest, experience or skill, we would love to find out more.

GP

A good relationship with a GP is important to all of us. We are delighted to let you know we have a very close working partnership with Peartree Surgery, who take on all of our new residents. This is located immediately behind Welwyn Grange. However if you lived locally, and want to remain with your usual GP, please let us know.

This means the Nursing team have direct access to a named GP, enabling a shared knowledge of any long term conditions you live with and a joined up approach in preventing all avoidable hospital admissions.

Pets

Most of us think of our pets as an extended part of our family and we love them dearly. Sadly it is not possible to let pets live at Welwyn Grange but that doesn't stop them visiting. We are very 'dog friendly', with a fresh bowl of water and the odd treat waiting for any thirsty four legged friends. As well as our regular Therapy Dog visitor, there will be many organised visits in and out of Welwyn Grange, to get close to a range of domestic pets and to keep you connected with our county's wildlife and farm animals.

Transport

Welwyn Grange has the benefit of its own accessible vehicles (to enable you to get to things like hospital appointments or less formal outings such as shopping trips or family gatherings. Importantly, our vehicles will only be driven by approved drivers who have passed our own driving standards test (including having had a legal check of their Driving License status). Other transport services can be arranged if needed, such as Taxis for you or visitors, just pop to reception for help.

By Rail

Welwyn Grange is just a 5 min car or taxi ride or 15 minute walk from Welwyn Garden City Railway Station (within the Howard Shopping Centre). It runs excellent services North and South provided by both Thameslink and Great Northern.

Thameslink normally operate a half-hourly 'London to Cambridge service, with London bound Kings Cross trains calling at Hatfield, Potters Bar and Finsbury Park.

Great Northern's 'London to Welwyn' service normally runs every 15 minutes with trains terminating at Moorgate.

By Bus

The 601 and 400 buses stop just along the road from Welwyn Grange allowing an easy commute to and from QEII Hospital, Hatfield, Boreham Wood and St Albans. A 15 minute walk will take you to the bus station where buses travelling throughout Hertfordshire can be accessed.

Mail

When mail arrives for you at Reception, it will be sorted and delivered to your room in a timely manner. If you have letters you have written in need of posting, either pop them round to Reception or give them to a member of staff, so we can post them on your behalf.

Visitor Information

We love to welcome pets and children (we have baby changing facilities on the ground floor), but we ask that they be supervised at all times. You can spend time with visitors in your room or any of the lounge areas or garden. If you prefer to meet your visitors in a nearby café, pub or park, we will try to ensure you have transport to do this.

All visitors will be asked to sign in electronically via our Reception iPad on arrival and out again on leaving.

This enables us to comply with Fire Regulations and keep all residents, visitors and staff safe.



Visitors are always welcome at Welwyn Grange and visiting hours are designed to be as flexible as possible.



Security

Your security and safety is of the utmost importance to us. We have systems that will be introduced to you as well as CCTV in all the communal areas such as the lounges and

hallways. Our CCTV is not viewed 'live', it is a 24/7 recording system which can be called upon only by a very senior member of staff, to aid investigation into any reported issue.

Fire Procedure

Welwyn Grange is built to the very highest Fire Safety standards. It has a modern fire alarm system with sensors designed to detect smoke and heat, as well as an integral sprinkler system. In addition, to prevent the risk of fire, all furniture, fixtures and fittings are made from fire retardant materials.

Each floor of the home is a separate 'Safe Fire Space' and within each floor, every room is a self-contained 'Safe Fire Space' giving a minimum of 30 minutes safety between every fire door. This means, in the rare chance of a fire starting within any part of Welwyn Grange, the safest place to be is often your own room.

If a fire is detected, the system tells us exactly where in the building it is located. If it is unable to be put out by our hand held extinguishers, the fire procedure is to evacuate residents to another part of the home. This means in all but the most

extreme of events, residents do not need to be evacuated to a safe zone outside.

The Fire Alarm system has two distinct sounds; the pre-alarm mode, activated by a smoke or heat detector will sound an intermittent alarm. This enables the Welwyn Grange Team 3 minutes to investigate the fire activation and reset the alarm should this be a 'no fire' situation. Failure to reset the alarm in 3 minutes activates the evacuation alarm, which will sound throughout the entire home.

The fire alarm is a very loud continuous siren, quite different to the sound of the staff call signals or door bells. If the alarm sounds, staff will follow our fire evacuation procedure. A fire alarm test is carried out weekly to ensure that the system is working properly. We also run an unannounced fire drill a few times a year.

Risk Management

Taking risks is a natural part of life and we certainly do not want to stop you enjoying the things you like to do or prevent you trying new things. We will assess risks with you whenever needed and try to find ways to manage these risks positively, to support you to do the things you want to do.

Complaints

We will always want to resolve any problems as quickly and as informally as possible. In many cases discussing it with your Key Worker is all that is needed to put things right.

If you do not want to speak to a member of staff directly responsible for your care, you can take your complaint to Welwyn Grange's General Manager. Ask any member of staff to get the General Manager for you or they can be contacted either by emailing **WelwynGrangeGM@Ardale.co.uk** or their telephone number is also available at reception.

If you would prefer independent help in addressing an issue, we can facilitate advocacy arrangements, this will be a person who does not work for Welwyn Grange or Ardale.

If you are not happy that your complaint has been handled to your satisfaction by us, you should contact the Local Government Ombudsman.

The Local Government Ombudsman

PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614

E-mail: advice@lgo.org.uk

You can also speak to the Care Quality Commission (CQC) about care services. Their contact details are:

CQC National Customer Service Centre

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161

E-mail: enquiries@cqc.org.uk



Your Rights

Welwyn Grange respects your rights and wishes and we will support you to achieve your goals in ways that suit you.

- You will always be treated with dignity and respect.
- Your best interests will always be taken into account.
- You will always be kept informed and receive clear and detailed information concerning your care.
- Your views, wishes and feelings will always be paramount.
- You will be informed of the type or nature of any required medical treatment that is being proposed, the reason for it and how it is likely to affect you.
- You have a right to withdraw your consent to medical treatment at any time and must be told if and when treatment can be given to you without your consent.
- Your progress and changes in your care plan will be reviewed at regular intervals.

Rights of Family and Friends

We recognise that your family and friends have a very important role in your life and in supporting your care. You may want them to contribute to the review of care plans, either by using feedback forms, attending the review meetings or discussing plans on the telephone with senior members of the team.

"However, you have the choice to refuse this and have the right to confidentiality."

If you would like someone outside your family to support you, we can introduce you to an independent advocacy service. An independent advocate is a person who is not employed by or linked to Welwyn Grange and is there solely to help, advise and represent you. Just ask a member of staff if you require this service.

General Medical Care

Appointments with Dentists, Opticians and Chiropodists

We are able to organise your appointments with these specialists for you. However, we will ask you to complete our consent form beforehand to enable us to invoice you if any costs are incurred for private medical services required.

Medicines (prescribed and non-prescribed)

We work closely with our pharmacy partners and are regularly inspected by both the community pharmacist and the Care Quality Commission to ensure that the strict policies we have in place for the administration of medicines are adhered to and are safe.

You have a lockable medication cabinet in your bedroom enabling you to continue to manage your own medication if you wish. The exception to this may be when you would prefer not to or there are medical risks involved.

Accidents and Incidents

In the unlikely event of an accident or incident during your stay with us, we have a policy in place. An incident form is completed by you or a member of staff who witnessed the accident/ incident. The Management Team are informed of every accident or incident. In some instances action to minimise the chance of a similar incident / accident occurring in the future, can be taken.

Medical and Other Emergencies

Should you become ill you will usually be seen by one of our nurses in the first instance, who will agree the best course of action with you. We will, naturally, inform your next of kin or representative with your agreement.

If you do need to go into hospital, we will look after your room and your belongings until you are fit to return or need to make other arrangements for your continued care.

Confidentiality

All confidential information held by us will only be shared with our clinical care team and other relevant personnel with your consent and is stored and disseminated in line with current legislation. It may be anonymised to support clinical audit and other work which monitors the quality of care we provide.

We may ask to record information that you give for these purposes only. Please feel free to discuss this further with staff.



Safeguarding and Whistleblowing

While you are living at Welwyn Grange, your safety and the safety of your visitors is of the utmost importance. To ensure your safety we have policies and procedures in line with current UK legislation.

We will:

- Take every action to ensure our residents are safeguarded.
- Respond appropriately when it is suspected that a safeguarding issue has occurred.
- Ensure that government and local guidance about safeguarding people is accessible to all our staff and put into practice.
- If you ever have safeguarding concerns at Welwyn Grange, you should contact either the General Manager or the appropriate regulatory body immediately.
- If you want to know more details about any of our policies related to your safeguarding, just ask any member of staff or alternatively look at the homes notice boards.

Further advice can be found on our notice board, including leaflets about Complaints and Duty of Candour. Our Local Safeguarding Board can be found via the Hertfordshire County Council website: www.hertfordshire.gov.uk



Infection Control and Virus Management

The COVID-19 outbreak was an unprecedented situation for us all. That said, infection/viral control for us has always been important in protecting our residents and staff;

“ Good infection control practice existed long before COVID 19 ”

As a brand new, bespoke family run home, Welwyn Grange has a number of major advantages in keeping you safe:

- Ardale is well resourced and spending on items related to keeping people safe in Welwyn Grange, is never restricted.
- We regularly review risk assessments, policies and procedures, which encapsulate the Dept. Of Health best practice guidance in infection control.
- All staff receive infection control training before they commence their role within the home.
- We always have a significant stock of personal protection equipment (PPE) for 'just in case situations'.
- Our qualified nurses are fully trained in infection control processes and are on duty 24 hours a day.
- We have stringent delivery and visitor check in protocols.
- We have hand washing and sanitising stations throughout.
- We have a larger than average housekeeping team using the best available anti-bacterial/viral protection products.
- We embrace technologically advanced communication options so that ongoing GP consultations and virtual meetings can continue uninterrupted if we are required to close the home to visitors.

“ Whatever infection control risks present in the future, the Welwyn Grange team are ready to keep you safe and protected ”



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